



TOWN OF CONCORD
HUMAN RESOURCES DEPARTMENT
TOWN HOUSE
P.O. BOX 535
22 MONUMENT SQUARE
CONCORD, MASSACHUSETTS 01742-0535

TEL: 978-318-3025
FAX: 978-318-3024
hr@concordma.gov

February 5, 2010

Dear Candidate,

Thank you for your interest in the **Human Resources Assistant** position for the Town of Concord. Enclosed with this letter is a description of the duties and qualifications for this position, as well as an application form.

In order to be considered for this position, you must fully complete the application form and return it to the Concord Human Resources Office. Applications must be received by **4:00 p.m., Thursday, March 4, 2010**. Please note that you may attach a resume to your application as additional information; however, the resume cannot serve as a substitute for completing the form in full. Emailed resumes are not accepted. In your application package, please **do not** include any information pertaining to age*, criminal record* (*except as specifically asked on the application), race, color, religion, national origin, gender and physical/medical condition or history.

After the application deadline, you can expect to be notified as soon as a decision has been made regarding your standing in the process. We expect that everyone will have been contacted regarding their candidacy within six weeks of the deadline.

Again, thank you for your interest in the Town of Concord.

Sincerely,

Maria Casey
Assistant Human Resources Director

Enclosures (2)

*The Town of Concord
is currently accepting applications for the full-time position of:*

HUMAN RESOURCES ASSISTANT
HUMAN RESOURCES DEPARTMENT

Full Salary Range: \$21.38 - \$29.73 per hour; Starting salary dependent upon qualifications.

Position is eligible for insurance, paid leave and other benefits.

40 hours per week, plus overtime as needed
Monday - Friday, 8:30 a.m. - 5:00 p.m.

Application Deadline: 4:00 p.m., Thursday, March 4, 2010

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from Concord Human Resources Department. Resumes may be attached to the application form as additional information but cannot serve as a substitute for completing the form.

Applications must be received in the Concord Human Resources Office by **4:00 p.m., Thursday, March 4, 2010**. Emailed resumes are not accepted. The Town reserves the right to modify the application deadline, and/or to accept applications after the deadline, to best serve the interest of the community.

After the deadline, all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Prior to appointment, the final candidate will be required to "pass" a criminal background check, pre-employment physical and drug-screening test. A Town-selected physician will conduct such physical and drug-screening. Costs for these pre-employment requirements will be borne by the Town.

Individuals who need accommodation in order to participate in this process should contact the Concord Human Resources Department.

The Town of Concord is committed to a diverse workforce and welcomes applicants with disabilities and/or from multi-cultural communities. EOE

Questions regarding this hiring process should be addressed to the:
Concord Human Resources Department
Town House, 22 Monument Square, P.O. Box 535, Concord, MA 01742
978-318-3026
www.concordma.gov/hr

Human Resources Assistant

Department: Human Resources
Reports To: Assistant Human Resources Director

Salary Grade: ACL-5
FLSA Status: Non-Exempt

GENERAL SUMMARY:

Under the supervision of the Assistant Human Resources Director, performs complex administrative support tasks to assist the Human Resources Department in ensuring that the Town's policies and procedures are consistently and lawfully administered. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs responsible and varied duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:*

- ◆ Acts as liaison with other Town departments as well as the general public, consultants, and external agencies regarding department operations and special projects; provides information and instructions; resolves problems; researches questions; communicates official plans, policies, and procedures to staff and members of the public; handles unusual or difficult situations, which may involve assisting distraught, angry, or otherwise upset individuals.
- ◆ Performs a wide variety of complex and routine administrative tasks in support of the Human Resources staff and operations; answers and routes phone calls; composes, prepares and distributes correspondence and reports; creates and edits forms, procedures, and documents; develops, coordinates, and takes responsibility for efficiently-run office systems; opens, screens, and distributes incoming mail and responds appropriately to matters not requiring the personal attention of management staff; updates Department's web page; maintains and orders office supplies; attends Personnel Board meetings and assists with preparation, distribution, and maintenance of agendas, packets, minutes, and materials.
- ◆ Maintains and organizes official employee records and office files; enters information into and updates the human resources database, spreadsheets, and other systems. Compiles routine to complex data for reports. Audits and reconciles detailed and complex Department records and databases. Works with highly confidential and sensitive Town-wide information including performance and medical information, disciplinary actions, collective bargaining positions, legal investigations, and contemplated policy actions requiring the application of appropriate judgment, discretion, and professional office protocols.
- ◆ Reviews, prepares, and processes salary changes, leave requests, and other personnel actions to ensure they are in compliance with Town Bylaw, policies, procedures, and collective bargaining agreements, bringing inconsistencies to management's attention; instructs, audits, and communicates errors to Town-wide staff to maintain accuracy. Performs complex calculations following procedures with numerous variables. Tracks related forms and actions.

ESSENTIAL JOB FUNCTIONS (continued):*

- ◆ Provides assistance to all Town employees and retirees regarding benefits options and eligibility and acts as a point of contact for information requests. Conducts new employee orientations, describing benefits and policies. Assists with benefits enrollments, terminations, and annual elections involving completion and distribution of numerous forms and notices. Processes life and long-term disability benefit claims. Coordinates complex mailings and tracks and follows-up on responses required of employees and retirees.
- ◆ Processes workers' compensation and public safety injured-on-duty reports and documents; receives, logs, and reviews injury reports for completeness, communicates with department personnel to obtain information not provided, routes to Human Resources Director for approval, and maintains related files; prepares and forwards reports to the State. Communicates and coordinates with workers' compensation and injured-on-duty administrators, supervisors, and injured employees regarding work status, calculations, payments, and coordination of benefits. Calculates and codes complex workers' compensation and injured-on-duty payments for processing via payroll and wire transfers.
- ◆ Maintains records related to Department budget and payroll; monitors expenditures and balances within account; processes invoices; prepares Department payroll; prepares and maintains all associated records; assists in budget development by collecting data from past expenditures to project future spending.
- ◆ May assist in the administration of the Town's recruitment and hiring efforts, including reviewing announcements, placing ads, making information packets, recording applications, arranging background checks and medical exams, and communicating with candidates; follows up with supervisors and keeps them updated.
- ◆ Responds to information requests from employees, agencies, towns, and outside organizations including verifications of employment, salary and benefits surveys, and government reports.
- ◆ Plans and coordinates logistics for events such as orientations, trainings, receptions, and the annual employee picnic.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

Two-year college certificate or Associate's degree with training in human resources-related field, plus at least two years of responsible administrative experience, municipal experience preferred; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Strong administrative and secretarial skills. Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment, business arithmetic, American business English and spelling. Familiarity with rules, laws, procedures, regulations, etc. pertinent to human resources operations. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful.
- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with co-workers; ability to communicate detailed instructions to peers; ability to maintain confidentiality and sensitivity in conversations.
- ◆ Ability to work independently and with a high level of detail, to prioritize multiple tasks, and to deal effectively with frequent interruptions; ability to identify and analyze complex issues, develop appropriate recommendations, and apply considerable judgment. Excellent problem solving, quality control, and organization skills. Ability to adapt to changes in the work environment, systems, and procedures.
- ◆ Ability to compose correspondence and prepare, type, and proofread reports as to form and logic flow. Ability to maintain detailed statistics, records, and files and to maintain confidential information.
- ◆ Ability to acquire and maintain clearance to obtain Criminal Offender Records Information (CORI).

WORKING CONDITIONS & PHYSICAL DEMANDS:

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.



TOWN OF CONCORD

An Equal Opportunity Employer

EMPLOYMENT APPLICATION

BOTH PAGES MUST BE LEGIBLY COMPLETED

Return to: Human Resources Dept., 22 Monument Square

OR Mail to: P.O. Box 535, Concord, MA 01742

Name	_____	_____	_____
	First	Middle	Last
Address	_____		
City	_____	State	_____ Zip
Home # (____)	_____		Cell # (____) _____
Email Address	_____		

Position Applying for: **HUMAN RESOURCES ASSISTANT**

How did you learn of this position, please be specific (i.e. Concord's website, Name of Newspaper, etc.): _____

Schedule: Continuous ☐ Seasonal ☐ Full Time ☐ Part Time ☐ Either ☐

Do you have relatives working for the Town of Concord? Yes ☐ No ☐

Are you, or any relative, a member of any Town Board or Commission? Yes ☐ No ☐

If yes to either, please specify _____

If hired, can you provide proof of citizenship or legal right to work in the US? Yes ☐ No ☐

Are you under 18 years of age? If yes, a work permit is required. Yes ☐ No ☐

Have you ever been convicted of a felony? Yes ☐ No ☐

Have you had a misdemeanor conviction(s) in the last 5 years? Yes ☐ No ☐

If yes to either, please specify and explain _____

Note: Sealed records and first convictions for drunkenness, simple assault, speeding, minor traffic violations, affray or disturbance of the peace need not be reported. Convictions will not necessarily be a bar to employment.

SPECIAL SKILLS (please list special skills applicable to this position):

____ Typing (WPM ____)	____ 10 Key Calculator	Licenses: _____	Shop or Heavy Equipment:
____ Word Processing -	____ Computers -	_____	_____
____ Equipment/Programs	____ Equipment/Programs	_____	_____
____ Shorthand (WPM ____)	_____	Other: _____	_____
_____	_____	_____	_____

EDUCATION HISTORY

Highest Level of Education: _____ Grade School _____ High School Diploma or equivalent
_____ Vocational, Technical Diploma or Certificate
_____ Associates Degree _____ Bachelors Degree _____ Post Grad. Degree

Name and Address of Schools (High School and Above)	Major Fields of Study	Number of years completed or type of degree received

Other Training you received (e.g. Work Training Programs, Armed Forces Training, Special Courses, etc.):

Employment Record

This section must be completed. A resume cannot be substituted. List most recent position first. Include relevant summer employment or work performed on a voluntary basis.

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving (or Seeking Other Employment) _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Additional information that may be helpful in establishing your qualifications. (Awards, Professional Affiliations, Interests, etc.)

I understand that entering into and continuing employment with the Town is subject to the verification of my statements and receipt of satisfactory references. I understand that any false answers or statements and/or withholding of information will be sufficient grounds to terminate my employment at any time.

Applicant Signature _____ Date _____

It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liabilities.